

## Turn-Up Process for Facility Based CLECs

Phase V

**Begin Advisory Team**

### STEP 7. PREPARE & SEND ADVISORY GUIDE TO CLEC

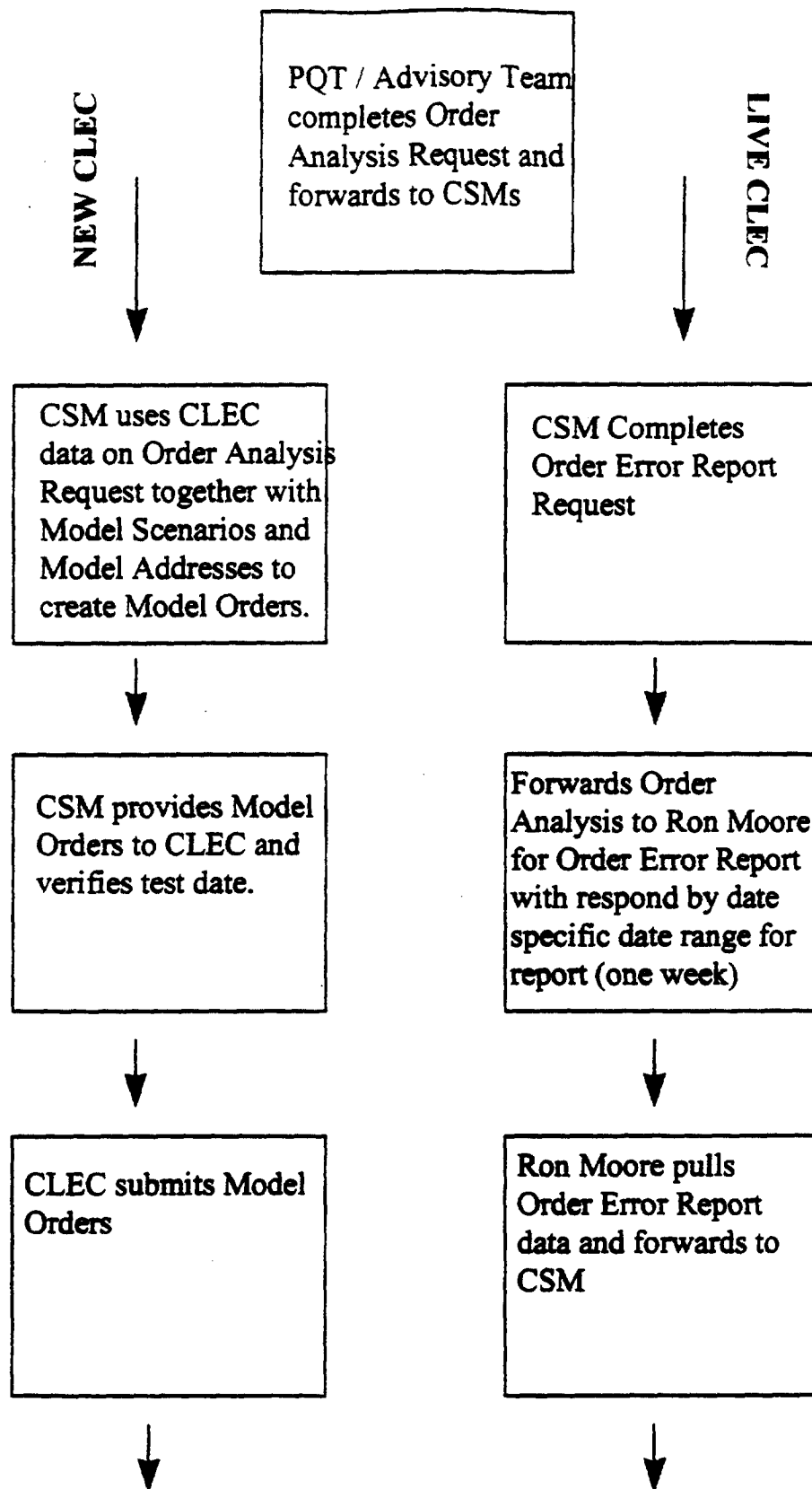
Prepare ten (10) copies of the Advisory Team's "CLEC Advisory Guide" (Resale or Facility Based, or both, as necessary) for CLEC visit.

#### WHEN ACTIVITY TAKES PLACE

Seven (7) days prior to Advisory Team visit

Advisory Team Lead and Administrative Assistant	<ul style="list-style-type: none"> <li>a. Send copies of appropriate Advisory Guide(s) to CLEC</li> <li>b. Follow-up to assure guides have arrived 2-3 days prior to Visit</li> <li>c. Confirm all meeting plans</li> </ul>	"CLEC Advisory Guide"	CLEC





CSM Forwards Order Analysis to Ron Moore for Order Error Report with respond by date & specific date range for report (test date)



Ron Moore pulls Order Error Report data and forwards to CSM



CSM advises CLEC to Cancel Model PON #s



CSM reviews Order Error Report and completes CLEC Model LSR / Clarification Report

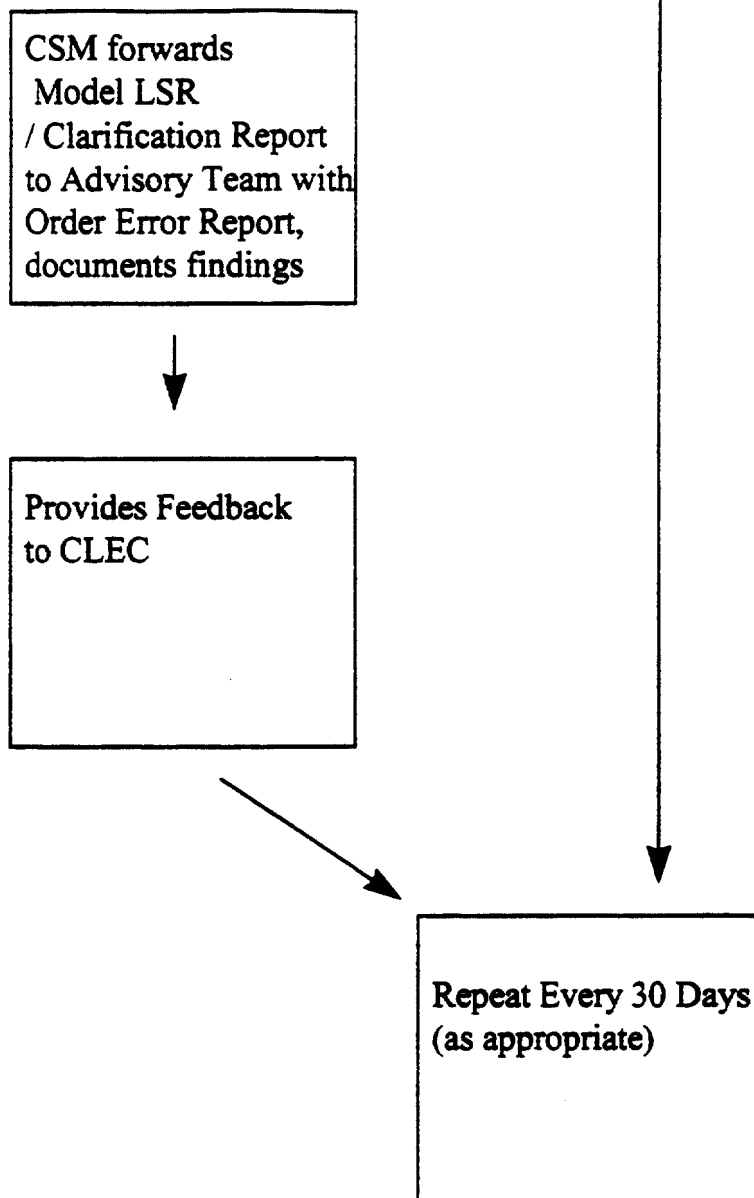


CSM reviews Order Error Report and completes CLEC Model LSR / Clarification Report



Forward Model LSR / Clarification Report to Advisory Team with Order Error Report, documents findings.





**\*Ron Moore is working on upgrade to systems that will provide CSMs ability to pull reports by May 1, 1998**

# Order Analysis Request

CUZDELM 1. DOC

Date:

To:

From:

- ☐ MODEL ORDER PROFILE - New CLEC  
☐ OPERATIONS REVIEW - Existing CLEC

Vi:

CLEC Name:	
CLEC Phone #:	
CLEC Fax #:	
CLEC Contact:	
CLEC Back-Up Contact:	
OCN # RESH Code:	
CSM:	
CSM Phone #:	
CSM Fax #:	

Market Area:                      \_\_\_ AL \_\_\_ GA \_\_\_ FL \_\_\_ KY \_\_\_ LA

   \_\_\_ MS \_\_\_ NC \_\_\_ SC \_\_\_ TN

Market Segment:                      \_\_\_ Business \_\_\_ Residence \_\_\_ Both

Model Account #'s (CLEC's employees telephone numbers / addresses):

Telephone Number:	Address:

## Order Analysis Request


**Model Order Dates:** \_\_\_\_\_ (back-up date) \_\_\_\_\_

\_\_\_\_\_

**To: Ron Moore**

**Subject: Request for Error Report**

**Report Needed By:** \_\_\_\_\_

**Dates to be included in report:** \_\_\_\_\_ to \_\_\_\_\_

**Return Report to** \_\_\_\_\_

## **Model Order Scenarios**

1. End User X has requested Business Line for his telephone, fax and modem at (insert address here) to be installed on (insert due date here) with the business name listed as XYZ Home Improvements.
2. End User K needs a line and call waiting at her home at (insert address here) to be installed on (insert due date here).
3. End User J has requested a line for the internet to be installed on (due date here) at (insert address here). This service should be a non-published number.
4. End User R needs a residential line with all usage features blocked installed at (insert address here) on insert due date here.
5. End User H needs Caller ID, Call Forwarding Busy Line to 404-249-6400 installed with new business line at (insert address here) on (insert due date here). This business should be listed TIX-R-US.
6. \*End User Y is changing service from BellSouth to your CLEC with all of his features remaining the same scheduled for (insert due date here).
7. \*End User Z is switching local provider from BellSouth to your CLEC and changing his long distance carrier to your preferred provider and freezing the selection schedule for (insert due date here).
8. End User W wants new service installed at (insert address here) on (insert due date here) with Ringmaster service.
9. \*End User T wants to switch to your service and block all usage features on (insert due date here).
10. \*End User B wants to add an additional line to current service at (insert telephone number here).



## CLEC Model LSR / Clarification Report

**CLEC:**

**CSM:**

**Sample Dates:** 1/0/00 to 1/0/00

**Number of Manual Orders in Sample:** 0

**Number of Electronic Orders in Sample:** 0

**Orders that Clarified:** 0

**Clarification Rate:** #DIV/0!

**Top Categories of Clarification:**

- 1.
- 2.
- 3.
- 4.
- 5.

**Current Flow Through:** 0.00%

**Last Month Order Volume:** 0

**PONs for Samples Attached:**

**Performance Rating:**

## Advisory Team Data Request

<b>CLEC Name:</b>		<b>Account Manager Name &amp; Phone #:</b>		
<b>CLEC Mailing Address:</b>		<b>CSM Name &amp; Phone #:</b>		
<b>CLEC Primary Contact Name:</b>		<b><u>RESALE:</u></b>		<b><u>FACILITY BASED:</u></b>
<b>CLEC Primary Contact Phone #:</b>		<small>Media for orders:</small>	YES    NO	<small>Media for orders:</small> YES    NO
<b>CLEC Contact Fax Number:</b>		FAX		FAX
<b>Advisory Team Lead:</b>		LENS		LENS
<b>Advisory Team Lead Phone #:</b>		EDI		EDI

Checkpoints For Advisory Team Visit:	Yes:	No:	Date:
<i>Signed Contract</i>			
<i>Copy of Ordering Guide Provided</i>			
<i>Introductory Package Provided</i>			
<i>Advisory Package Provided</i>			
<i>Blanket Agency Agreement Letter Provided</i>			
<i>Meeting With Enhanced Billing Services</i>			

Market Plan:	Yes:	No:	Date:
<i>In which BellSouth states will CLEC operate?</i>			
<i>Which BellSouth products will CLEC order?</i>			

Training Attended:	Yes:	No:	Date:
<i>CLEC Basic Class (Required):</i>			
<i>LENS Class*:</i>			
<i>TAFI Class:</i>			
<i>EDI Class*:</i>			
<i>Basic Residence &amp; Business Voice Svcs.</i>			
<i>UNE Class (Recommended):</i>			
<i>Data Communications I:</i>			
<i>Data Communications II:</i>			
<i>Reading Customer Service Records:</i>			
<i>Complex Business Voice Services:</i>			

\*LENS or EDI Class Required Before Visit

## Advisory Team Data Request

### CLEC Personnel Who Will Attend the Meeting:

Name	Area of Responsibility	Title

Billing:	Yes:	No:	Date:
<i>Has "Q" Account Been Established?</i>			
<i>Is Tax Exempt Certificate on file?</i>			
<i>Is CLEC currently receiving bill?</i>			
<i>Is CLEC receiving ODUF?</i>			
<i>Does CLEC have LIDB contract with BST?</i>			

Ordering:	Yes: ( X )	Date: (started)	No: (X)	Date: (anticipated)	Daily Volume (actual / forecasted)
<i>Is CLEC placing orders?</i>					

Order Type:	Check (X)	Percentage of Total Orders:
<i>"N" New Connect (Resale/Facility Based)</i>		
<i>"D" Disconnect (Resale/Facility Based)</i>		
<i>"SAI" Switch As Is (Resale)</i>		
<i>"SWC" Switch With Change (Resale)</i>		

Electronic Interfaces:
<i>If not currently using Electronic Interfaces, are there plans to do so? When?</i>
<i>LENS Connectivity method?</i>
<i>If Electronic Interface has use stopped, why?</i>

### Advisory Team Data Request

<b>What Does CLEC Need Help with?</b>	<b>Specific Details:</b>
<i>Pre-Ordering:</i>	
<i>Ordering:</i>	
<i>Billing Format:</i>	
<i>Billing Content:</i>	
<i>Maintenance:</i>	
<i>Provisioning:</i>	
<i>Mechanization:</i>	

<b>Person Supplying Information:</b>	<b>Meeting Details:</b>
<i>Name:</i>	<i>First Day Start Time:</i>
<i>Telephone #:</i>	<i>Dress Code:</i>
<i>Fax #:</i>	<i>Location of Meeting:</i>
<i>Date Completed:</i>	<i>Hotel Name &amp; Phone # near CLEC:</i>
	<i>Account Team Representatives:</i>

## Advisory Team Data Request

## Advisory Team Data Request

## Advisory Team Data Request

## **PRE-VISIT MEETING COORDINATION OUTLINE**

This meeting will take place after the Model Order Sampling Process is completed and the results have been obtained from the CSM. This meeting will normally be initiated by the Advisory Team Lead over the telephone with the Account Manager. If the results of the sampling process were less than satisfactory, the CSM may also be included. This meeting should take place 2-3 business days before the scheduled visit.

- I. REVIEW INFORMATION FROM DATA REQUEST FORM
  - A. Market Plan
  - B. Training Attended
  - C. CLEC Personnel Who Will Attend Meeting and Their Area of Responsibility
  - D. Billing
  - E. Ordering
  - F. Order Type
  - G. Electronic Interfaces
  - H. What Does CLEC Need Help With?
  - I. Meeting Details
- II. REVIEW MEASUREMENTS FROM MODEL ORDER SAMPLING PROCESS
  - A. Measurement Sampling Summary
  - B. Recommendations for Improving Performance
- III. REVIEW ALL KNOWN ISSUES, CONCERNS, QUESTIONS, ETC. OF CLEC
- IV. REVIEW ADVISORY TEAM GUIDE CHECKLIST
  - A. Decide if any areas of Guide need extra coverage or less coverage
- V. DECIDE WHO WILL COVER CLEC ISSUES AND QUESTIONS DURING MEETING
- V. AM CONFIRM MEETING DATE AND TIME WITH CLEC

2/25/98





**Turn-Up Process for Facility Based CLECs**

Phase V

**Activity Check Off  
List**



Before you begin the Advisory Team Visit phase, the following activities need to have been completed—

	CLEC creates and submits sample orders to the LCSC (manual or electronic as appropriate)
	LCSC places orders through "Sample Order System" and sends FOC/clarification to CLEC
	Summarize sample order discrepancies on Feedback form
	Determine specific ordering strengths and weaknesses
	Provide feedback directly to CLEC (if working with PQT) and to Advisory Team
	Account Team completes Data Request form with CLEC to determine what activities the Advisory Team needs to complete
	Data Request Form is returned to Advisory Team Schedule Manager

## Turn-Up Process for Facility Based CLECs

Phase VI

**Advisory Team  
Visit**

### STEP 1: Advisory Team Meeting



Advisory Team conducts and leads meeting for initial Turn-Up Process support.

#### WHEN ACTIVITY TAKES PLACE

At CLEC location during Advisory Team visit

Account Team/Advisory Team work together	Activities	Documents	Participants
	<ul style="list-style-type: none"> <li>a. Discuss all topics in Guide</li> <li>b. Document all outstanding questions, issues</li> <li>c. Obtains written concurrence from CLEC on the above</li> <li>d. Provide demonstrations and coaching, as appropriate</li> </ul>	<ul style="list-style-type: none"> <li>■ "CLEC Advisory Guide"</li> <li>■ "Advisory Team Checklist" — Resale and/or Facility Based</li> <li>■ "Advisory Team Meeting Roster"</li> <li>■ "Advisory Team Visit Notes"</li> <li>■ "Advisory Team Post Visit Summary"</li> <li>■ Feedback forms— <ul style="list-style-type: none"> <li>"Participant Evaluation"</li> <li>"Effectiveness Evaluation"</li> <li>"CLEC Follow-Up Questionnaire"</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>CLEC Attendees</li> <li>Advisory Team</li> <li>Advisory Team Manager</li> </ul>

**Turn-Up Process for Facility Based CLECs**

Phase VI

**Advisory Team  
Visit**

**STEP 2: Advisory Team Issues Manager Reviews Lists**



Advisory Team Issues Manager reviews lists, answers Advisory Team issues, sends copy to Account Team and CSM.

**WHEN ACTIVITY TAKES PLACE**

Two to three (2-3) days after Advisory Team visit

Advisory Team Issues Manager works with Account Team, Advisory Team, and other BellSouth employees that interfaced with CLEC (Account Manager, CSM, Billing Representative, etc.)	<ul style="list-style-type: none"> <li>■ Compiles all information for "Issues List"</li> <li>■ Answers all open issues</li> </ul>	"Issues List"	Advisory Team Issues Manager

## Turn-Up Process for Facility Based CLECs

Phase VI

**Advisory Team  
Visit**

### STEP 3. Coordinate Closure of All Issues



Advisory Team Issues Manager coordinates with Account Manager and CSM for closure of all issues and sends Issues List to CLEC contact, Account Team, and CSM.

#### WHEN ACTIVITY TAKES PLACE

Ten (10) days after Advisory Team visit

Activity		Responsible Party	
Advisory Team Issues Manager	Updates "Issues List" and forwards to Account Team	"Issues List"	Account Team (copy to CSM) CLEC
Account Team	Communicates closure to CLEC		

## Turn-Up Process for Facility Based CLECs

Phase VI

**Advisory Team  
Visit**

### STEP 4. ADVISORY TEAM REVIEW OF CLEC ORDERS

*NOTE: See Post Launch Support section— following*



Post Advisory Team review. Conduct review of CLEC order flow through.

#### WHEN ACTIVITY TAKES PLACE

Thirty to sixty (30-60) days after CLEC begins placing orders or following Advisory Team visit

Who?	What?	When?	Where?
<p>CSM Cross-functional Team Members (to improve overall processes as needed)— may include Account Team</p> <p>CSM Account Team</p>	<p>Conduct analysis of CLEC orders—</p> <ol style="list-style-type: none"> <li>Measure against success criteria</li> <li>Identify specific performance gaps</li> <li>Document findings</li> </ol> <p>Develop corrective action plan—</p> <ul style="list-style-type: none"> <li>Contact CLEC and resolve identified problems</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>Contact CLEC, schedule operational team visit</li> </ul>	<ul style="list-style-type: none"> <li>"Performance Analysis Worksheet"— Resale and/or Facility Based, as necessary</li> <li>"Performance Improvement Plan"</li> <li>"LSR Performance Review"</li> <li>"Measurement of CLEC Performance"</li> </ul>	<p>CLEC, OP Support Team</p> <p><i>Existing CLECs will be handled by the same teams, using same process</i></p>



		Yes	No
	<b>Business Procedures</b> <i>Goal: Validate documentation and customer understanding associated with Turn-Up business procedure.</i>		
A.	Verify the necessary forms have been completed and submitted		
B.	Project Manager Responsibilities		
C.	Customer Support Manager Responsibilities		
D.	Annoyance Call Center		
E.	Information Available on BellSouth's Homepage		
F.	County Wide Toll Free Calling		
G.	Service Provider Change Notification		
H.	Unauthorized Service Provider Change - Notification		
I.	Toll Call Investigation		
J.	Access to Poles, Ducts, Conduit & Right-of-Way		
K.	CLEC Contact List		
L.	Acronyms		
M.	LSR Fax Flow - Birmingham LCSC		
	<b>Pre-Ordering</b> <i>Goal: Validate documentation and customer understanding associated with functions in the pre-ordering process.</i>		
A.	<b>Interfaces:</b> <ul style="list-style-type: none"> <li>♦ Address Validation</li> <li>♦ Service Availability</li> <li>♦ Telephone Number Assignment/Telephone Number Reservations</li> <li>♦ Due Date Offerings</li> </ul>		
B.	Procedures for Obtaining Information from End User Customer Records		
C.	Telephone Number Reservations - Unbundled Ports		
D.	Policy for Special Number Assignments		
E.	Policy and Procedures for Customized Calling Restrictions		
F.	Long Distance Carrier Selection		
G.	Policy for PIC Changes		



H.	Contact Information for Obtaining Copies of Tariffs		
I.	<b>Forms</b> <ul style="list-style-type: none"> <li>◆ Letter of Authorization</li> <li>◆ BellSouth Number Reservation Request - Unbundled Ports</li> </ul> <p><i>Examples of the forms are contained in the ordering guide</i></p>		
	<b>Ordering</b> <b>Goal: Validate that the customer understands the ordering process, options, interfaces, available services, and Local Service Request requirements.</b>		
	<b>Procedures for Ordering Local Interconnection Services:</b> <ul style="list-style-type: none"> <li>◆ Local Interconnection Trunking Arrangements</li> <li>◆ Signaling</li> <li>◆ Calling Name Query Service - Database Owner</li> <li>◆ 800 Access Ten Digit Screening</li> <li>◆ Directory Assistance Access Service (DAAS)</li> <li>◆ Directory Assistance Call Completion (DACC)</li> <li>◆ Direct Access to Directory Assistance Service (DADAS)</li> <li>◆ Intercept</li> <li>◆ Operator Call</li> <li>◆ Operator Call Processing</li> <li>◆ Unbundled Tandem Switching (UTS)</li> <li>◆ Unbundled Interoffice Transport (UIT) <ul style="list-style-type: none"> <li>◆ Dedicated</li> <li>◆ Shared</li> </ul> </li> <li>◆ Unbundled Dark Fiber</li> <li>◆ Unbundled Channelization</li> <li>◆ Collocation <ul style="list-style-type: none"> <li>◆ Physical</li> <li>◆ Virtual</li> </ul> </li> <li>◆ Open AIN</li> </ul>		
B.	<b>Database Services:</b> <ul style="list-style-type: none"> <li>◆ Line Information Database (LIDB)</li> <li>◆ Directory Assistance Database Service (DADS)</li> <li>◆ Calling Name Query Service Non-Database Owner</li> <li>◆ Unbundled 800 Database</li> </ul>		
C.	<b>Unbundled Loop Service</b> <ul style="list-style-type: none"> <li>◆ Digital Loop Service</li> <li>◆ Voice Loop Service</li> <li>◆ Network Interface Device (NID)</li> </ul>		
D.	<b>Interim Local Number Portability</b> <ul style="list-style-type: none"> <li>◆ Direct Inward Dial Trunks</li> <li>◆ Remote Call Forwarding</li> </ul>		